
Benefits Specialist

DEPARTMENT:	Human Resources	STATUS:	Regular Full Time
NO. OF POSITIONS:	1	UNION:	Exempt
HOURS OF WORK:	37.5 hours per week	SALARY:	\$ 95,349 to \$105,171 annually + comprehensive benefits package

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 92,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

Reporting to the Manager, Payroll, Benefits & HRIS, the Benefits Specialist is responsible for the overall administration of the City's employee benefits, sick leave plans, and pension programs, while ensuring compliance with relevant regulations, processes and practices.

Key Responsibilities

- Responsible for employee benefits administration, communicating with employees and benefit providers, the oversight of enrollment eligibility and coordination of benefit, sick plan, and pension enrolment, processing of changes and terminations, and investigating and resolving plan and enrollment issues
- Prepares cheque requisitions and completes monthly benefit reconciliation
- Responsible for all retirements, includes supporting employees with their retirement documentation, calculating retirement payments or benefits the employee may be eligible for, and completing the related paperwork to submit to Payroll for processing
- As the primary contact for Pension Purchase of Service for employees wishing to purchase their non-contributory pensionable service or to purchase a leave of absence, will receive and process the purchase of service applications submitted by employees, as well as answer inquiries pertaining to a purchase of service for pension
- Enters and updates employee benefit enrollment information in the City's HRIS system (JDE) and the benefit carrier systems
- Issues cessation of benefit letters for all employees who have benefits and are leaving their employment with the City
- Works closely with the Payroll Team, advising of new enrollments and benefit\MPP changes or adjustments
- Primary point of contact for all employee related inquiries regarding benefit programs as they relate to applicable Collective Agreements and City policies
- Works closely with the HR Team and the Health, Safety and Wellness Team regarding employee sick banks, sick leave usage, and transitions to long term leave options
- Develops guides and other resources to improve benefit awareness for staff
- Ensures timely and accurate enrollments, monthly reconciliation, payment remittance, adjustments and reporting to benefit carriers, and Municipal Pension Plan
- Updates the payroll system with all benefit rate changes to match carrier premiums and comply with Collective Agreements
- Participates in the resolution of complex benefit issues, changes and policy interpretation
- Delivers exceptional service by providing accurate, clear and consistent advice, guidance and direction to staff and departments when presenting and relaying benefits information

- Maintains confidentiality when handling employee benefits information and adheres to City policies and legal requirements regarding data privacy and confidentiality
- Contributes to the ongoing development of the department by supporting and sharing knowledge with other team members to continually improve operational efficiency
- Provides benefit related data as requested
- Acts for the Human Resources Information Systems (HRIS) Specialist on matters during the latter's absence
- Performs related duties in keeping with the purpose and accountabilities of the job and all other duties as assigned

Qualifications

- A diploma or degree in Human Resources management or related field.
- Minimum three to five years of direct experience in benefit administration in a complex unionized environment
- Experience using ERP/HRIS system such as JD Edwards (JDE)
- Group Benefits Associate (GBA) designation or working towards certification
- Certified Employee Benefits Specialist (CEBS) is considered an asset
- Excellent knowledge of provincial and federal legislation, collective agreements, and policies and procedures related to benefits administration
- Knowledge of the practices and techniques related to benefits administration
- Demonstrated ability to act with professionalism, diplomacy, and maintain confidentiality
- Excellent verbal and written communication, interpersonal, and customer service skills
- Strong problem-solving and analytical skills to anticipate, identify, and make recommendations to resolve issues and improvements in systems and processes
- Ability to work positively and cohesively in a team environment, as well as on an individual basis
- Ability to meet timelines and objectives and demonstrates persistence in overcoming obstacles
- Proficient in Microsoft Office, Enterprise Resource Planning (ERP)/HRIS systems

Please apply with your **cover letter and resume** in one document at www.newwestcity.ca/employment by **September 4, 2026**

We offer our employees great work-life balance, including competitive salaries, comprehensive health and wellness benefits and retirement plans (a percentage in lieu of benefits for auxiliary positions). We also offer a hybrid remote work schedule in accordance with our Remote Work Policy, opportunities for education and training, and engaging, rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.

We are learning and building relationships with the people whose lands we are on.

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*